

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: Level 3 Communications, LLC

Vendor website: <http://www.level3.com/stateoftexas>

Service Area: Data

Category: Metro Ethernet

Ethernet Private Line (EPL)

Level 3's Ethernet Private Line Service is a data connection between two unique points. With the Level 3 EPL service, customers can purchase the appropriate amount of required capacity from 3 Mbps to 100 Mbps for Fast Ethernet (FE) hand-offs and from 50 Mbps to 1000 Mbps for Gi-gabit Ethernet (GigE) hand-offs.

* This is a DIR billed service

SERVICE DELIVERY SLA

Quote Request

3 Business Days

Installation Interval

DS-1: 28 Business Days

DS-3: 40 Business Days

OC-3 / OC-12: ICB

Disconnect Interval

45 Business Days

Service Term

12 Months

* DIR requires an additional 3 business days for processing of new orders and disconnects.

PERFORMANCE SLA

Availability

Greater than 99.995%

Mean Time to Repair (MTTR)

4 Hours

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

There are no additional requirements to obtain this service.

LEVEL 3

Metro Ethernet Pricing

*Pricing includes a 12% Cost Recovery Fee

ETHERNET PRICING			
Ethernet Metro and Regional Longhaul Pricing			
Circuit Speed	MRC	MRC Description	NRC
3 Mbps	\$180.32	Category 1: Carrier Buildings	\$0.00
	\$359.52	Category 2: End User Buildings	\$0.00
6 Mbps	\$239.68	Category 1: Carrier Buildings	\$0.00
	\$478.24	Category 2: End User Buildings	\$0.00
10 Mbps	\$259.84	Category 1: Carrier Buildings	\$0.00
	\$519.68	Category 2: End User Buildings	\$0.00
20 Mbps	\$325.92	Category 1: Carrier Buildings	\$0.00
	\$651.84	Category 2: End User Buildings	\$0.00
30 Mbps	\$374.08	Category 1: Carrier Buildings	\$0.00
	\$748.16	Category 2: End User Buildings	\$0.00
40 Mbps	\$413.28	Category 1: Carrier Buildings	\$0.00
	\$827.68	Category 2: End User Buildings	\$0.00
50 Mbps	\$426.72	Category 1: Carrier Buildings	\$0.00
	\$853.44	Category 2: End User Buildings	\$0.00
100 Mbps	\$642.88	Category 1: Carrier Buildings	\$0.00
	\$1,285.76	Category 2: End User Buildings	\$0.00
150 Mbps	\$716.80	Category 1: Carrier Buildings	\$0.00
	\$1,433.60	Category 2: End User Buildings	\$0.00
200 Mbps	\$790.72	Category 1: Carrier Buildings	\$0.00
	\$1,581.44	Category 2: End User Buildings	\$0.00
300 Mbps	\$1,034.88	Category 1: Carrier Buildings	\$0.00
	\$2,070.88	Category 2: End User Buildings	\$0.00
400 Mbps	\$1,280.16	Category 1: Carrier Buildings	\$0.00
	\$2,560.32	Category 2: End User Buildings	\$0.00
500 Mbps	\$1,524.32	Category 1: Carrier Buildings	\$0.00
	\$3,048.64	Category 2: End User Buildings	\$0.00
600 Mbps	\$1,591.52	Category 1: Carrier Buildings	\$0.00
	\$3,184.16	Category 2: End User Buildings	\$0.00
1000 Mbps	\$1,766.24	Category 1: Carrier Buildings	\$0.00
	\$3,531.36	Category 2: End User Buildings	\$0.00

****To determine your pricing based on your building location, please contact your service representative directly.**

LEVEL 3 Geographic Availability

LEVEL 3
offers Metro
Ethernet Data
Services
within the
State of
Texas.

